

## EMPLOYEE HEALTH & WELL-BEING UNIT LEADER

### With PsySTART Staff Triage Component – Community Clinic Version

**Mission:** Ensure the availability of medical care for injured or ill staff. Ensure rapid mental health triage and availability of behavioral and psychological support services to meet staff needs during and following an incident. Coordinate mass prophylaxis /vaccination/immunization of staff, if required. Coordinate medical surveillance program for employees.

Date: _____ Start: _____ End: _____ Position Assigned to: _____ Initial: _____	
<b>Position Reports to: Support Branch Director</b>	Signature: _____
Hospital or Clinic Command Center (HCC) Location: _____	Telephone: _____
Fax: _____	Other Contact Info: _____ Radio Title: _____

Immediate (Operational Period 0-2 Hours)	Time	Initial
Receive appointment and briefing from the Logistics Support Branch Director. Obtain packet containing the Unit's Job Action Sheets.		
Read this entire Job Action Sheet and review incident management team chart (HICS Form 207). Put on position identification.		
Notify your usual supervisor of your HICS assignment.		
Document all key activities, actions, and decisions in an Operational Log (HICS Form 214) on a continual basis.		
Meet with Support Branch Director to discuss plan of action and staffing patient care areas requiring assistance.		
Notify Safety Officer of any health risks or other clinical problems related to staff.		
Appoint Employee Health and Well-Being Unit team members and in collaboration with the Support Branch Director, complete the Branch Assignment List (HICS Form 204).		
Brief Unit team members on current situation, incident objectives and strategy; outline Unit action plan; designate time for next briefing and use of PsySTART staff mental health system (including protocols for use of Anticipate, Plan and Deter brochures and "just in time" training for staff and volunteers).		
Initiate Anticipate, Plan and Deter System and assess current capability to provide medical care and mental health support to staff members. Project immediate and prolonged capacities to provide services based on current information and situation including aggregated PsySTART Staff Self Triage System form and/or the PsySTART Staff Self Triage System Team Leader Summary Form.		
Ensure staff are using recommended PPE and following other safety recommendations.		
Implement staff prophylaxis plan if indicated. Steps to include: <ul style="list-style-type: none"> <li>• Determine medication, dosage and quantity</li> <li>• Prioritization of staff to receive medication or immunization</li> <li>• Point of Distribution (POD) location preparation</li> <li>• Acquire/distribute medication</li> </ul>		

<b>Immediate (Operational Period 0-2 Hours)</b>	<b>Time</b>	<b>Initial</b>
<ul style="list-style-type: none"> <li>• Documentation</li> <li>• Educational materials for distribution</li> <li>• Track side effects and efficacy</li> <li>• Augmentation of Unit staffing to provide services</li> </ul>		
Prepare for the possibility that a staff member or their family member may be a victim (including use of PsySTART staff triage information) and anticipate a need for secondary assessment and/ or psychological support.		
Ensure prioritization of problems when multiple issues are presented (use PsySTART triage form to help determine prioritization as well as specific follow-up needs).		
Anticipate (including but not limited to use of PsySTART triage information) increased Employee Health and Well Being service needs created by additional patients, longer staff work hours, exposure to sick persons, and concerns about family welfare and initiate actions to meet the needs, etc. Provide Psychological First Aid (PFA) material appropriate for staff. For PFA (Listen, Protect and Connect materials, please go <a href="http://www.ready.gov/sites/default/files/documents/files/LPC_Booklet.pdf">http://www.ready.gov/sites/default/files/documents/files/LPC_Booklet.pdf</a>		
Receive, coordinate, and forward requests for personnel to the Labor Pool & Credentialing Unit Leader and supplies to the Supply Unit Leader.		
Document all communications (internal and external) on an Incident Message Form (HICS Form 213). Provide a copy of the Incident Message Form to the Documentation Unit.		

<b>Intermediate (Operational Period 2-12 Hours)</b>	<b>Time</b>	<b>Initial</b>
Coordinate continuing support to staff members including strategically placing mental health and spiritual care personnel to be available and easily accessible for staff in cafeteria, emergency department, staff lounges, and HCC or other location. Encourage Supervisors to continue to use the PsySTART Staff Self Triage System – Team Leader Summary Form to track evolving staff support needs based on staff disaster exposure.		
Assign mental health personnel (and spiritual care staff if appropriate) to visit patient care areas and evaluate staff needs. Mental health personnel can use information from the completed PsySTART Staff Self-Triage System and/or PsySTART Staff Triage System – Team Leader Summary Forms to prioritize staff needs and follow up activities		
Coordinate external request for resources with the Liaison Officer and Support Branch Director; follow community plan if available; develop plan for using outside mental and employee health resources. (Employee Assistance Program (EAP) staff should be included in follow up plans, if available. (Aggregated PsySTART Staff Triage information can be used to support external request for resources.)		
Notify Supply Unit Leader and Operations Section's Clinical Support Services Unit Leader of special medication needs.		
Continue to plan for a marked increase in employee health and wellness service needs for staff/family; announce options and program to staff.		
Coordinate staff "line of duty death" response plan.		
Monitor exposed staff for signs of illness or injury including infectious disease and exposure to other physical agents such as chemicals or radiation.		
Assign staff to support personnel in HCC and provide mental health intervention/advice; contact the Labor Pool & Credentialing Unit Leader for additional personnel, if needed.		

<b>Intermediate (Operational Period 2-12 Hours)</b>	<b>Time</b>	<b>Initial</b>
Staff use basic Psychological First Aid strategies		
Ensure medical records of staff receiving services are prepared correctly and maintain confidentiality of records.		
Meet routinely with Unit Members for status reports, and relay important information to Support Branch Director.		
Address security issues as needed with the Security Branch Director; notify Support Branch Director.		
Report equipment and supply needs to the Supply Unit Leader.		
Ensure that staff health and safety issues being addressed; resolve with Safety Officer and Support Branch Director as needed.		
Assess need to assign additional Unit staff to support employee health and wellness needs to high risk areas such as emergency department, critical care areas and Family Support Center. Use PsySTART Staff Triage information to assess levels and types of staff needs. Request additional staffing accordingly from the Labor Pool and Credentialing Unit.		
Develop and submit an action plan to the Support Branch Director when requested.		
Advise the Support Branch Director immediately of any operational issue you are not able to correct or resolve.		

<b>Extended (Operational Period Beyond 12 Hours)</b>	<b>Time</b>	<b>Initial</b>
Continue to monitor the Unit staff's ability to meet workload demands, staff health and safety, security and resource needs, and documentation practices.		
Continue to monitor exposed staff for signs of illness or injury including infectious disease and exposure to other physical agents such as chemicals or radiation.		
Investigate causes related to increased absenteeism; report concerns to the Support Branch Director.		
Continue to document actions and decisions on an Operational Log (HICS Form 214) and send to the Support Branch Director at assigned intervals and as needed.		
Continue to provide the Support Branch Director with periodic trend updates including aggregated PsySTART Staff triage information.		
Continue to provide Unit staff with regular situation briefings.		
Coordinate support to sick and injured staff and report information to the Compensation/Claims Unit Leader.		
Ensure your physical readiness through proper nutrition, water intake, rest, and stress management techniques.		
Observe all staff and volunteers for signs of stress and inappropriate behavior. Report concerns to Support Branch Director. Provide for staff rest periods and relief.		
Upon shift change, brief your replacement on the status of all ongoing operations, issues, and other relevant incident information.		

<b>Demobilization/System Recovery</b>	<b>Time</b>	<b>Initial</b>
As needs for the Unit's staff decrease, return staff to their usual jobs and combine or deactivate positions in a phased manner.		
Anticipate need to provide service to staff and their family for an extended period.		
Assist the Support Branch Director and Unit Leaders with restoring employee health to normal operations.		
Coordinate long term support needs with external resources including local, state and federal mental health officials including estimates from aggregated PsySTART Staff Triage information. Consider sharing of individual information, with worker consent, to coordinate follow up assessments.		
Review PsySTART Staff Self Triage System – Team Leader Summary Form version summary data for areas of targeted follow up at defined intervals post activation (For example at 6 weeks, 4 months, anniversary of the disaster (s).		
Engage facility Employee Assistance Program (EAP) for employee follow up.		
Ensure employee access to internet intervention(s) based intervention resource ("Bounce Back" now- See "Anticipate, Plan and Deter" brochure and training materials).		
Provide ongoing training and education on normal stress reaction information sheets/education to staff including "Listen, protect and connect" Psychological First Aid Self –care and by continuing to offer Anticipate, Plan and Deter training for facility staff and volunteers.		

<b>Demobilization/System Recovery</b>	<b>Time</b>	<b>Initial</b>
Support Staff funerals and arrange for mental health, health, and if appropriate, spiritual care follow up with family members of staff members who died as a result of the disaster.		
Consider anniversary reactions and provide mental health and spiritual care support as appropriate at facility anniversary observance (s), including arranging for “staff drop in center(s)” at appropriate locations and times.		
Identify staff at high risk for post-incident traumatic stress reactions (including but not limited to use of PsySTART Staff Triage information) and provide secondary assessment, stress management or referral for follow up programs and activities.		
Plan to provide Psychological First Aid and Anticipate, Plan and Deter training for staff periodically for an extended period.		
Compile and finalize employee patient information and records and report to the Support and the Finance/Administration’s Compensation/Claims Unit Leader. Ensure confidentiality of mental health interactions and related records.		
Ensure return/retrieval of equipment and supplies and return all assigned incident command equipment.		
Provide operational debriefing for staff on lessons learned and procedural/equipment changes		
Upon deactivation of your position, brief the Support Branch Director or Logistics Section Chief, as appropriate, on current problems, outstanding issues, and follow-up requirements.		
Upon deactivation of your position, ensure all documentation and Unit Operational Logs (HICS Form 214) are submitted to the Support Branch Director or Logistics Section Chief, as appropriate.		
Submit comments to the Support Branch Director for discussion and possible inclusion in the after-action report; topics include: <ul style="list-style-type: none"> <li>• Review of pertinent position descriptions and operational checklists</li> <li>• Recommendations for procedure changes</li> <li>• Section accomplishments and issues</li> </ul>		
Participate in stress management and after-action debriefings. Participate in other briefings and meetings as required.		

### **Documents/Tools**

- Incident Action Plan
- HICS Form 204 – Branch Assignment List
- HICS Form 207 – Incident Management Team Chart
- HICS Form 213 – Incident Message Form
- HICS Form 214 – Operational Log
- Hospital emergency operations plan
- Hospital organization chart
- Hospital telephone directory
- Radio/satellite phone
- PC with internet access, as available
- Staff prophylaxis plan
- Anticipate, Plan and Deter Brochure
- Anticipate, Plan and Deter Training powerpoint

<b>Documents/Tools</b>
<ul style="list-style-type: none"><li>• PsySTART Staff Self Triage System form</li><li>• PsySTART Staff Self Triage System – Team Leader Summary Form</li><li>• “Bounce Back Now” passwords for facility staff. (Obtain from LA County EMS Agency, Disaster Services, Disaster Mental Health Program lead.)</li></ul>